



## FEDERAL OCCUPATIONAL HEALTH

### Team Development and Training – Successful Teams Series

Federal Occupational Health (FOH) has a variety of programs that are designed to help agencies develop the most effective and productive teams. FOH's Successful Teams Series offers a variety of essential training opportunities that will improve the productivity of existing teams, educate team leaders, and give new teams the right start. Agency managers can choose the program that suits their needs or select a combination of the different programs.

#### What are the benefits?

- **A customized approach** to meet the needs of your agency.
- **A national network** of experienced and certified trainers and specialists.

"I've had a wonderful experience with my FOH coach. She not only helped focus my energy expenditures in the workplace, but encouraged me to change my approach to workplace communications. It has been both rewarding and insightful. Thank you!"

Administrative Officer, HHS Office of Human Resources

"We are in the midst of our work with FOH, and the support and guidance we are getting is invaluable. I look forward to continuing this process knowing that our FOH team is leading us in a positive direction."

Deputy Director, HHS Office on Women's Health

"We greatly appreciated FOH support for our recent planning day. The day's activities included the right mix of team building and planning exercises that resulted in a fully fleshed out Strategic Plan for the Office of Security and Strategic Information. Thank you so much for the assistance."

Deputy Assistant Secretary, HHS Office for Security and Strategic Information

#### Successful Teams Series Workshops

Work groups and teams have become increasingly important elements of the modern workforce. FOH's services are designed to help build, maintain, and train groups and teams to enhance effectiveness.

#### Characteristics of a Successful Team

This seminar introduces the characteristics of successful teams and effective team members. It also presents the guiding principles and supporting techniques that help organizations utilize teams more successfully.

#### Working in Teams

In this workshop, team members learn about the nature and importance of teams, the stages of group development, team member roles and responsibilities, and ways to measure team effectiveness. Through practice exercises and real work activities, team members apply tools and techniques that will help them work together more effectively. Workshop topics include:

- When to use teams and when they are not appropriate
- Basic skills critical to working in the team environment
- Effective interpersonal team skills
- Creating a team identity that values and respects the importance of diversity
- How to develop interpersonal skills including influence and conflict management
- Strategies to manage team conflict

#### Team Leadership and Team Building

The tools and techniques presented in this program will be extremely useful for organizations that utilize project-oriented teams. This workshop

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prepares managers to work with teams to encourage the consideration of different ideas, promote participation, and strive toward common goals. Participants will learn team processes and tools that foster commitment, increase trust, empower people, facilitate decision-making, and create the best environment for accomplishing organizational goals.

### **Work Group Assessment and Team Building**

This comprehensive program combines an assessment phase and a team-building phase to establish a highly functioning team unit. Our consultants will work with new or existing teams. The team building program phase can energize existing teams, enhance cross-functional teams, and help develop new teams. During the team building phase, FOH consultants will accomplish the following:

- Assess team effectiveness
- Clarify issues facing the team
- Use customized approaches to resolve specific challenges
- Help set clear goals and objectives
- Provide follow-up to assess progress

Assessments may be accomplished by conducting individual or group interviews, and are often supplemented by using instruments such as the Campbell-Hallam<sup>TM</sup> Team Development Survey (TDS<sup>®</sup>). Our consultants can also design customized instruments based on an organization's specific needs and goals.

Instruments such as the Myers Briggs Type Indicator<sup>®</sup> (MBTI<sup>®</sup>) and Fundamental Interpersonal Relations Orientation-Behavior<sup>TM</sup> (FIRO-B<sup>TM</sup>) can be used for the team building intervention to help team members gain insight into how they relate to team members. Assessments help managers achieve these goals:

- Identify team strengths
- Clarify leadership styles
- Understand communication styles
- Identify problem solving and decision making skills
- Identify potential areas of conflict
- Understand behaviors under stress
- Explore a preferred work environment
- Empower the team and individual team members
- Develop an action plan for maintaining continuous improvement

For more information about Team Development and Training, please contact the FOH Center for Organization Development: **301-492-5403** or **Priscilla.Clark@foh.hhs.gov**.

